



State of Illinois
Illinois Commerce Commission
Code Part 737.130
LEC Electing Providers Quarterly Filing

Citizens Telecommunications Company of Illinois d/b/a Frontier Citizens
Communications of Illinois
for quarter ending December 31, 2013

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(A)

Credits due to out-of service conditions lasting more than 30 hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid:	\$99.63	\$101.84	\$204.85	\$406.32
B. Number of credits issued for repairs - 30-48 hours:	6	14	25	45
C. Number of credits issued for repairs - 49-72 hours:	2	2	6	10
D. Number of credits issued for repairs - 73-96 hours:	2	2	1	5
E. Number of credits issued for repairs - 97-120 hours:	0	0	0	0
F. Number of credits issued for repairs greater than 120 hours:	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	0	0	0	0

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(B)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid:	\$20.00	\$240.00	\$58.92	\$318.92
B. Number of installations after 5 business days:	0	0	1	1
C. Number of installations after 10 business days:	0	0	0	0
D. Number of installations after 11 business days:	3	1	2	6
E. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	0	0	0	0

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(C)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid:	\$75.00	\$25.00	\$0.00	\$100.00
B. Number of customers receiving credits:	3	1	0	4
C. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	0	0	0	0